



FY09 PERFORMANCE PLAN DC Taxicab Commission

MISSION

The Mission of the District of Columbia Taxicab Commission is to provide the citizens and visitors of the District of Columbia a safe, comfortable, efficient and affordable taxicab experience in well-equipped vehicles operated by highly qualified individuals who have knowledge of the District's streets, boundaries and tourist destinations.

SUMMARY OF SERVICES

The DCTC provides services to approximately 6,700 independent taxicab drivers and 116 taxicab companies, 1,056 independent limousine drivers and 269 limousine companies. DCTC also attends and/or conducts adjudication services and collects fees from complaints that are filed against taxicab drivers. DCTC Hack Inspectors conduct daily random taxicab inspections. Additionally, DCTC provides services to 1,150 customers at its counter, answers 1,000 customer service calls, and receives 125 pieces of correspondence every month.

OBJECTIVE 1: Improve customer and taxicab service provided to the citizens and visitors of the District of Columbia.

INITIATIVE 1.1: Implement a computerized complaint management and response system.

DCTC will completely revise the complaint management and response process by implementing a computerized system which will shorten response times. Upon completion in March 2009, complaints will be acknowledged within two days of receipt of the complaint.

INITIATIVE 1.2: Develop an automated system to track reported lost items.

Lost and found operations will improve through the development of an automated system designed to track items reported lost in taxicabs. DCTC will also create a disposable system for items that are not recovered after a determined amount of time. The new system will be in place by January 2009.

OBJECTIVE 2: Improve the efficiency and quality of services that support and regulate taxicabs in the District of Columbia.

INITIATIVE 2.1: Update the DCTC website to provide current information.

DCTC will update the information on its website to make it easier for customers, drivers and taxicab company owners to access the latest DCTC information and developments. The updated website will include a more user-friendly search engine based on frequently asked questions. DCTC will spend \$15,000 to update its website. The improvements to the site will go live in February 2009.

INITIATIVE 2.2: Taxicab Licensing Course and Exam.

Since 2005, more than 2,000 applicants have completed the licensing course at the University of the District of Columbia. However, these applicants have not been able to take the licensing exam because the examination had been suspended while the test was reviewed and rewritten for accuracy and appropriateness. DCTC will begin registration for these applicants in November 2008 and administer the exam starting January 2009.



PROPOSED KEY PERFORMANCE INDICATORS:

Measure	FY 07 Actual	FY08 Target	FY08 YE Actual	FY09 Projection	FY10 Projection	FY11 Projection
Objective 1						
% of complaints which are acknowledged within 2 days of receipt of the complaint	95%	85%	89%	91%	92%	93%
% of lost items returned to customers	85%	88%	89%	90%	90%	91%
Objective 2						
% of public vehicles-for-hire licenses proposed within 1 business day of criminal background check	N/A	90%	90%	91%	91%	92%
% of taxicabs and limousines inspected that have valid licenses, insurance and safety	90%	80%	92%	88%	91%	91%